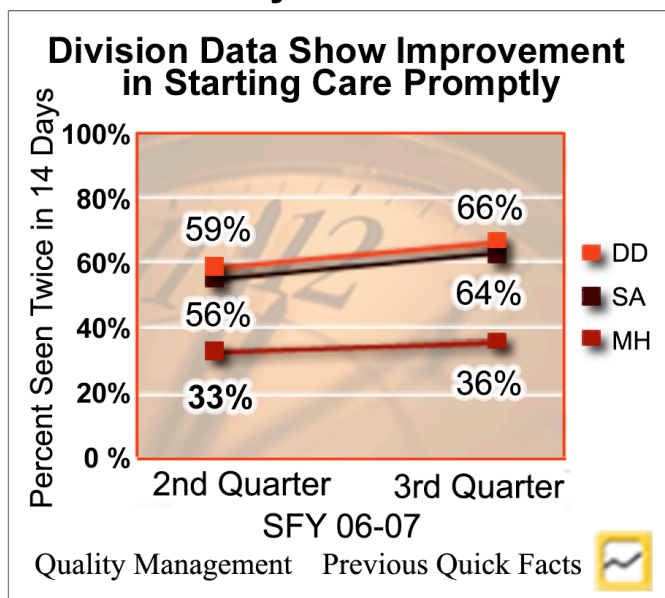


Quality Quick Facts



TEXT ONLY WITH DETAILS

DIVISION DATA SHOWS IMPROVEMENT IN STARTING CARE PROMPTLY

Data from the Division's reporting system, IPRS*, and that of the Division of Medical Assistance,* show overall improvement in *starting care promptly*. *Starting care promptly*, a best practice, is defined as a consumer attending at least two visits within the first 14 days of service.

- **Developmental Disabilities (DD)** - About two-thirds (66%) of NC residents (all age groups) who receive developmental disability services/supports started care promptly. This is up from 59% in the previous quarter. This quarter among local management entities (LMEs), the percentage ranges from a low of 16% (Albemarle) to a high of 92% (Alamance-Caswell-Rockingham).
- **Substance Abuse (SA)** - Close to two-thirds (64%) of NC residents (all age groups) who receive substance abuse services started care promptly. This is up from 56% in the previous quarter. This quarter among LMEs, the percentage ranges from a low of 47% (Wake) to a high of 79% (Foothills).
- **Mental Health (MH)** - Thirty-six percent (36%) of NC residents (all age groups) who receive mental health services started care promptly. This is up from 33% last quarter. This quarter among LMEs, the percentage ranges from a low of 25% (Cumberland) to a high of 52% (Durham). Compared to the other disability groups, consumers with mental illness wait longer for services.

* These information systems track, pay and report on Medicaid and state-funded claims for payment submitted by providers for services rendered.